

### IN THE CLAIMS

Please cancel claims 11, 13 and 18 without prejudice amend the claims as follows:

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1. A wireless remote terminal apparatus comprising:

an RFID reader capable of reading information from an RFID tag on a product;

a communication unit capable of communicating information to one or more service nodes; and

a controller, coupled the RFID reader, the communication unit, arranged to (1) receive information from the RFID reader, (2) allow a user to adjust the received information, (3) send a request, using the adjusted information, to one or more of the service nodes through the communication unit, (3) receive an information response from the service node, and (4) display the information response,

wherein the request and the response are formatted as documents capable of being exchanged in a distributed, decentralized environment.

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10. The apparatus according to Claim 1, wherein the controller further is operable to allow a user to re-send a request to one or more of the service nodes, in response to the information response.

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12. A wireless remote terminal apparatus comprising:

a memory; and

a processor coupled to the memory and operative to read RFID information from a tag, allow a user to adjust the RFID information, communicate the adjusted information to a service node, receive a response from the service node, and responsive to the received response, to allow profile information to be accessed by a service node to engage into a commercial transaction, and where the request and the response are formatted as documents capable of being exchanged in a distributed, decentralized environment.

14. A method for allowing a remote user to receive assistance in determining whether to complete an on-site or an on-line commercial transaction, the method comprising the steps of:

reading RFID information from a label of a product, the product located at a retailer location, using a remote terminal;

adjusting the RFID information using the remote terminal;

communicating the adjusted information to one or more service nodes using the remote terminal;

performing an information search relating to the product, at the service node using the adjusted information; and

transmitting an information response to the wireless remote terminal.